



HELP US HELP YOU: YOUR GUIDE TO CALLING 9-1-1 EMERGENCY SERVICES

CELL PHONES AND 9-1-1. EVERYTHING YOU WANTED TO KNOW.

- Use your cell phone to call 9-1-1 when you want to report a fire, have a medical emergency or to report a serious crime or a crime in progress.
- Once you call 9-1-1, do not hang up. Even if the call did not ring it will still connect.
- Always be prepared to give your address and/or location of the emergency including the city and state. You may not be routed to the correct agency when you dial 9-1-1 from a cell phone and many cities have the same addresses. No matter what you have seen or heard on TV we do not know your location when you call 9-1-1 from a cell phone.



- The Cellular Telephone Industry Association reports that 94% of Americans now have cell phones. 68% of 9-1-1 calls coming into the LVMPD Communications Center are made from cell phones.
- Do not call 9-1-1 asking for officers and hang up. Again, we do not know where you are! Under exigent circumstances we can get a subpoena from your cell phone carrier to get your home address listed on your account. This is very time consuming and will delay our response greatly. And remember, this is now keeping a call taker from answering incoming 9-1-1 emergency calls.
- Be prepared to answer a lot of questions that the call taker is asking you. Our professional call takers are trained to get information from you. Listen carefully and answer as concisely as possible. Let the call taker guide the conversation. Your answers should be brief and responsive. Remember, help can be dispatched while the call taker is still asking questions. Answering questions will **not slow** down the response time.
- Did you know, even deactivated cell phones can and **do** dial 9-1-1. Sometimes by only pressing any one number. **Never give your old cell phone to a child to play with unless you have taken the battery out.**



- Many new cell phones come with 9-1-1 pre-programmed on the phone. Ask your cell carrier to take this feature off or purchase another model. 9-1-1 is an easily remembered number and does not need to be pre-programmed.
- Did you know storing your cell phone in a case can prevent “pocket dialing”. “Pocket dialing” is overwhelming 9-1-1 dispatch centers all across America. It’s not just an inconvenience, it is a public safety issue. October-December 2011, 9-1-1 disconnects made up 18% of all 9-1-1 calls coming into LVMPD Communications Center. Of those, 95% of those 9-1-1 calls were a result of someone accidentally dialing 9-1-1 by fumbling around in their purse, pockets or sitting on their cell phone.
- If you call 9-1-1 and hang up from a cell phone, a call taker will call back to your cell number to determine what type of assistance is needed. If there is no answer on recall, **no action will be taken.**



DO'S AND DON'T'S OF CALLING 9-1-1

- **Do** teach your children how and when to call 9-1-1 by using a pretend phone or a cell phone with the battery removed.



- **Do** teach your child their address and always be cognizant of their location at all times.
- **Do** always know where you are at. Inside or outside? If a business-what part of the store? Is there a building number or suite number? Do not just give out major cross streets if you know the exact address.
- **Do** stay calm and patient.

- **Do** write your address down and put it someplace conspicuously inside your home so everybody in the home will have access to it.
- **DO** mark your house numbers outside clearly. Either on your house itself or on the curb. Those small numbers are hard to see, especially at night time. The bigger the better in this instance.
- **Don't** hang up when you call 9-1-1 until instructed by the call taker.
- **Don't** call 9-1-1 to ask about a power outage, road conditions and the weather.
- **Don't** play on the phone by making fake 9-1-1 calls. This will tie up the 9-1-1 call takers and this may delay response on a true emergency call. And seconds do count! Remember, this could be your loved one on hold while you play on the phone. This may also tie up police officers having to respond on fake calls instead of where they are truly needed.
- **Don't** pre-program 9-1-1 into your auto-dial or speed-dial. You won't forget the number, and programming the number invites accidental dialing.
- **Don't** let your child play with your cell phone without taking out the battery first.



- **Don't** call 9-1-1 for directory assistance. Even if that is the only number that your cell phone can dial.
- **Don't** call 9-1-1 to "test" your phone. This needlessly burdens the 9-1-1 system with non-emergency calls and prevents call takers from answering true emergency calls.
- **Don't** call 9-1-1 to check the status of your case.
- **Don't** call 9-1-1 to report an old crime or crime with no suspect information. Example: you wake up and notice your car is missing, someone slashed your tires in the middle of the night, identity theft, etc.
- **Don't** call 9-1-1 to ask what the non-emergency number is. You are still taking a call taker off the phone from answering a true emergency.

HELP 9-1-1 HELP YOU

- The more you know about what to expect when you call 9-1-1, the faster 9-1-1 can get you the help you need.
- You can save a life by following the instructions the 9-1-1 call taker gives you.